<u>Members Guide to iPad Device Passcode Management</u>

This guide covers how to:

- Reset your iPad passcode
- Change your iPad passcode
- Set up facial ID

How to reset your iPad passcode

At present the only way for Members to gain access to their iPad if they have forgotten their passcode is to contact the ICT Service Desk who can assist to gain access again. In most cases this can be done remotely without the need to visit the Civic Offices.

You can contact the ICT Service Desk via telephone, Monday – Friday, 8am – 6pm on 01992 564888.
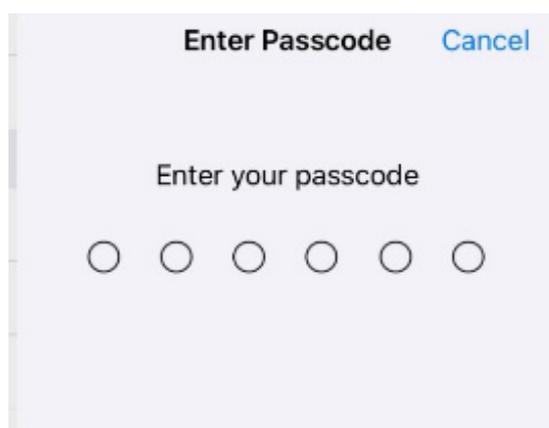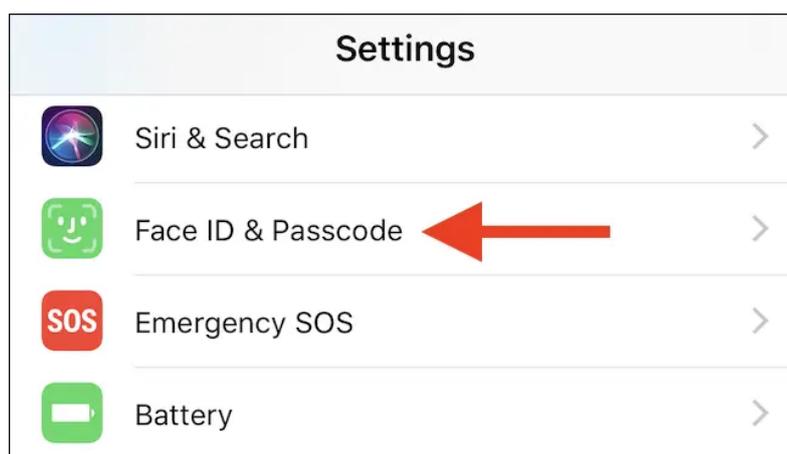
Be Aware

If you enter the passcode incorrectly 6 times, this then factory resets the device and you have to set up all of the applications and Outlook again as if it is for the first time. Thereafore it is suggested that if you have made 3 failed attempts to enter the device, speak to the ICT Service Desk for help.
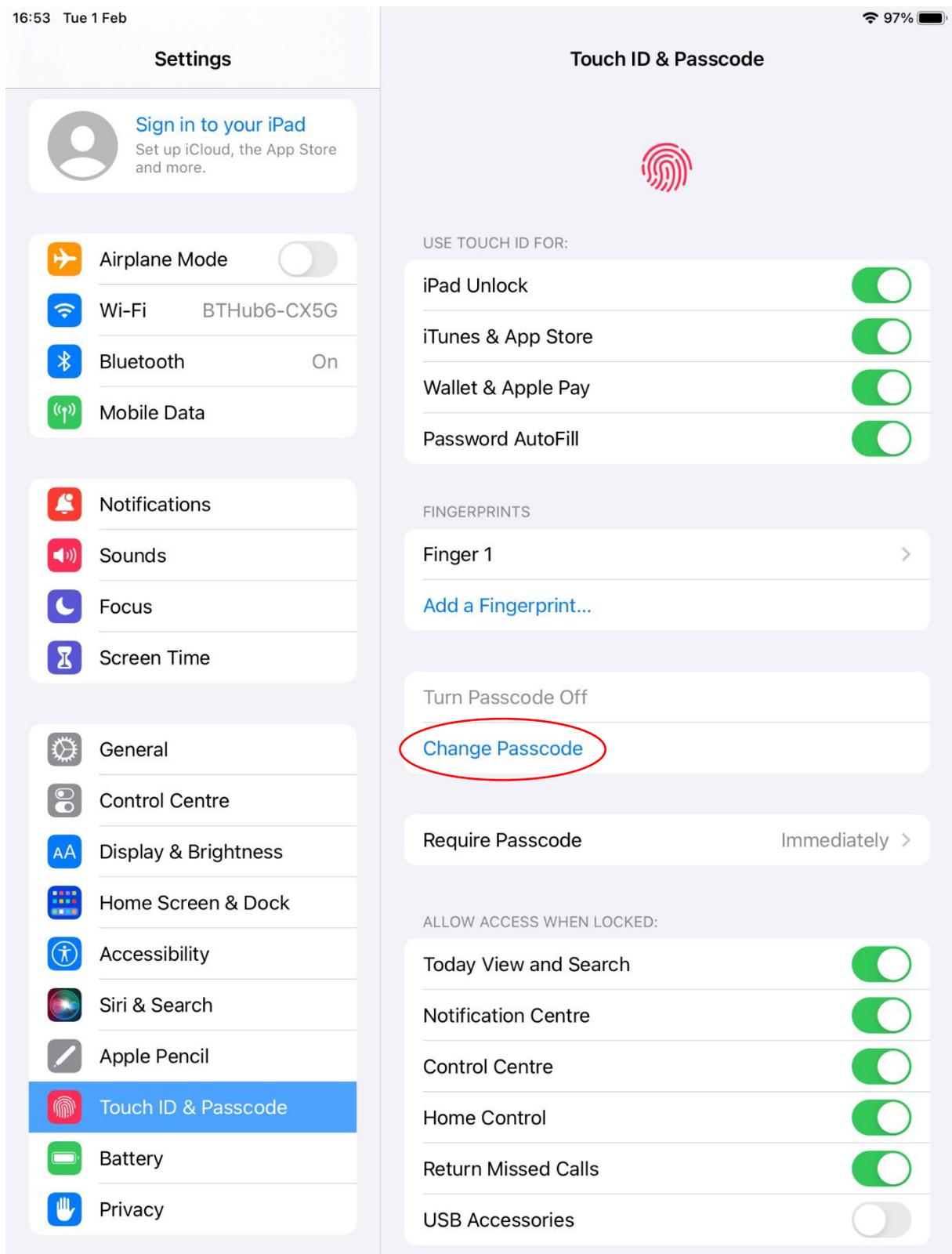
How to change your iPad passcode
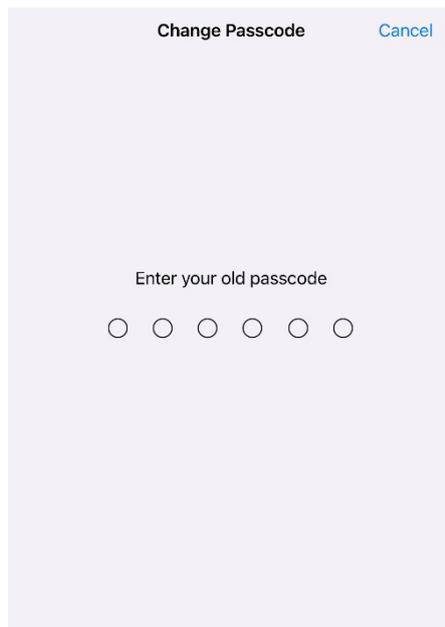
1. Click the settings App on your iPad

2. From the list of settings on the left side of the screen, click Face ID & Passcode. You will be prompted to enter your current passcode.
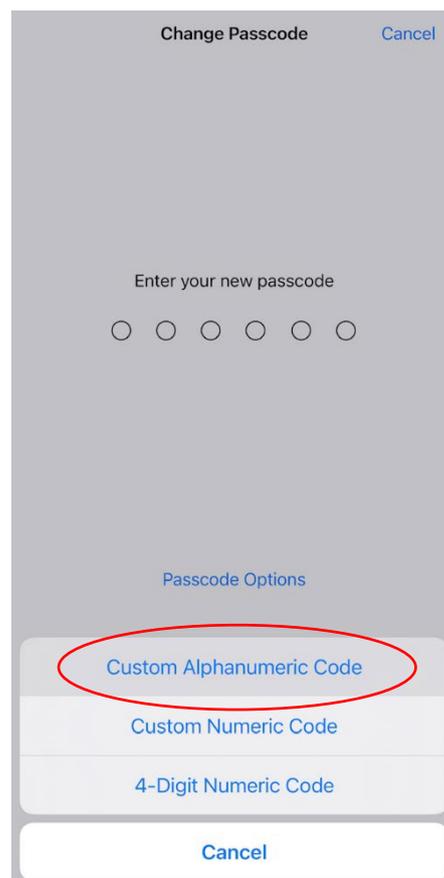
3. You can then click 'change your passcode' and following the instructions on the screen. You will be asked to enter your current passcode, and then enter the new passcode which you would like it to be set to.
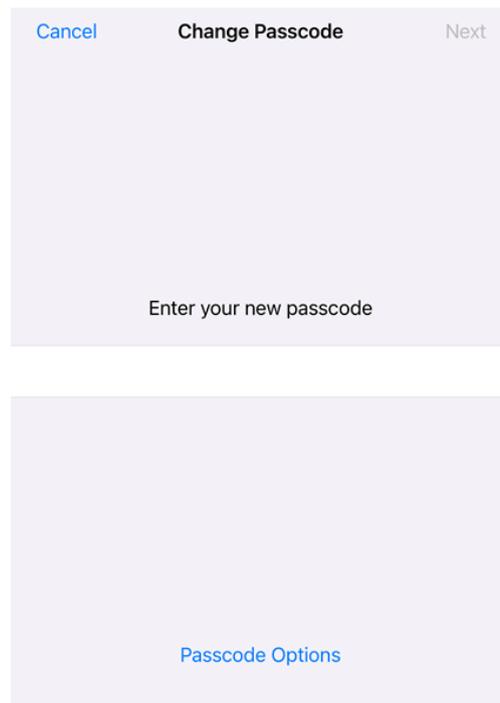

4. Enter your old/current passcode.

5. You can now enter the new passcode. If you wish to make your passcode a mixture of numbers and letters, you can click 'passcode options' and then click 'custom Alphanumeric Code'.

6. Enter your new passcode and click next. You have now reset your password.

Cancel   **Change Passcode**   Next

Enter your new passcode

Passcode Options

How to set up Facial ID

1. Go to Settings and click Face ID & Passcode. If asked, enter your passcode.
2. Click Set Up Face ID.
3. Make sure you're holding your device in portrait (vertical) orientation, position your face in front of your device, and tap Get Started.
4. Position your face inside the frame and gently move your head to complete the circle. If you're unable to move your head, tap Accessibility Options.
5. When you've finished the first Face ID scan, tap Continue.
6. Gently move your head to complete the circle for a second time.
7. Tap Done.

To choose features that you want to use Face ID with or to reset Face ID, go to Settings > Face ID & Passcode.